

## **VENUE CAPTAIN**

**Job Type:** Contract

**Duration:** Various positions available, 15-40 hours/week for July 16-26, 2020

**Hourly Rate:** \$14/hour

**Start Date:** 2-3 full training days end of June/early July, July 16, 2020

**Application Deadline:** May 1, 2020, early applications encouraged

We are currently seeking 17 Venue Captains for paid positions that begin on July 16th, with some training and venue orientation sessions scheduled in June and July. Reporting to the Box Office Coordinator, these individuals will supervise and coordinate all Front of House and Box Office procedures onsite at nine (9) 2020 Hamilton Fringe Festival venues.

### **Key Areas of Responsibility**

- Collecting Box Office materials from Fringe office at the beginning of each shift and returning them at the end of day
- Operating Square Ticket Sales Software on mobile device
- Ensuring that all box office paperwork is completed thoroughly and accurately for each performance
- Training and supervising two-three volunteers for each shift
- Determining and tracking house count and ticket count for each performance
- Balancing daily cash totals and preparing an accurate deposit, delivered to the Fringe office daily
- Soliciting donations from Fringe patrons through pre-prepared "curtain speeches"
- Creating a positive theatre experience for patrons, volunteers, and artists

### **Professional Qualities and Skills**

- A positive outlook and a passion for the arts scene in Hamilton
- Demonstrated leadership skills as well as an ability to work as a member of a dedicated team
- Excellent communication and customer service skills
- Experience with cash handling and confidence with basic mathematical transactions
- Ability to problem solve under pressure while maintaining a friendly demeanour
- Experience working in a box office, a valid driver's license, and first aid certification will be considered strong assets

**To apply:** Please submit a covering letter and resume by May 1, 2020 or earlier to: [manager@hamiltonfringe.ca](mailto:manager@hamiltonfringe.ca) with 'Venue Captain' in the subject line. Please include your hours of availability during July 16-26 in an email or cover letter, so that we can propose appropriate shifts. Venue Captain positions include an average of 30 hours/week. While we thank all applicants, only those chosen for an interview will be contacted.